

Sum - charged to AOK Long Dist
not using own name

IS NO.

EGIONAL NO.

ATEG. CODE:

EXHIBIT

D

Revised: January 1994

CONFIDENTIAL

JIM RYAN

ILLINOIS ATTORNEY GENERAL

Surgeon

CONSUMER COMPLAINT FORM

Ex. 1.

1. Please be sure to complain to the company or individual before filing.
2. Please type or print clearly in dark ink.
3. Incomplete or unclear forms will be returned to you.
4. Make sure you enclose copies of important papers concerning your transaction.

CONSUMER:

Your Name [REDACTED]		Senior Citizen? Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>	Day Tel. [REDACTED]
Street Address [REDACTED]		Night Tel. [REDACTED]	
City/Town [REDACTED]	State [REDACTED]	Zip [REDACTED]	

COMPLAINT:

Name of Seller or Provider of Services AOL		Name of Other Seller or Provider of Services	
Street Address ?		Street Address	
City/Town ?		City/Town	
State ?	Zip ?	Telephone 800-728-3288	State ?
Date of Transaction 10-23-00		Cost of Product	How Paid
Did you sign a contract? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Where? Date			
Was product or service advertised? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Where? Date			
Type of Complaint—e.g. car, mail order, etc. (Use reverse to provide details): Switched my AT&T long distance to AOL			
Have you complained to the company or the individual? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No How? <input type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input type="checkbox"/> In person Date without my permission			
Person Contacted		Job Title	
Nature of Response Told to give my phone # THEN told their		Date of Response	
Has matter been submitted to another agency or attorney? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, give name and address:			
Is court action pending? <input type="checkbox"/> Yes <input type="checkbox"/> No			

Computers were down & to call back and

FILL OUT IF COMPLAINT IS ABOUT A MOTOR VEHICLE OR APPLIANCE:

Make		Model		Year	VIN or Serial Number
Purchased <input type="checkbox"/> New <input type="checkbox"/> Used		Sold <input type="checkbox"/> With Warranty <input type="checkbox"/> As Is		Warranty Expiration Date	Purchase Date

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MISCELLANEOUS:

Briefly describe your complaint:

When I reviewed my phone bill I noticed a \$5.00 charge to change long distance carrier. I called ATT & they had received notice from Ameritech that I no longer wanted them. Called Ameritech & found AOL had sent them note saying I wanted AOL. Ameritech gave me 800# to call AOL. I was repeatedly asked for my phone # -

What form of relief are you seeking? (e.g. exchange, repair, money back, etc.) when I hesitated & told them I didn't want to be switched again - I was assured it was ok. Gave him my phone number & he says "sorry - our computers are down - call tomorrow." I am online but do

Who referred you to this office? NOT have AOL & don't believe I

clicked on anything - have been online 2 yrs. & am
READ THE FOLLOWING BEFORE SIGNING BELOW: Careful - wanted you to

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, cancelled checks - front and back, correspondence, etc.) **DO NOT SEND ORIGINALS.**

Know this was going on - My problem is solved.
 In order to resolve your complaint we may send a copy of this form to the person or firm you are complaining about.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

Signature: _____

Date: 11.9.00

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

RETURN TO:

Jim Ryan, Attorney General
 Consumer Protection Division
 500 South Second Street
 Springfield, Illinois 62706
 (217) 782-1090

NOV 13 2000



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 CONSUMER PROTECTION DIVISION

ATTORNEY GENERAL



1788 WIGGINS
SPRINGFIELD, IL 62704-3333

Account Number [REDACTED]
Billing Date Oct 25, 2000

Web Site www.ameritech.com

Monthly Statement

Sep 26 - Oct 25, 2000

Bill-At-A-Glance

Previous Bill	63.16
Payment - Thank You!	63.16CR
Adjustments	.00
Balance	.00
Current Charges	42.48
Total Amount Due	\$42.48
Amount Due in Full By	Nov 20, 2000

Billing Summary

Questions? Call:

Ameritech Local Service 40.61
1-800-244-4444
Repair Service:
1-888-611-4466
Automated Billing/Payment Arrangements:
1-800-873-5501

AT&T 1.87
1-800-222-0300

Total of Current Charges 42.48

News You Can Use - Summary

- LONG DISTANCE CHANGE
 - BEST TIMES TO CALL
 - UP TO 40% SAVINGS
 - COMBINED SERVICES
 - SPECIAL NEEDS CENTER
- See "News You Can Use" for additional information.

Ameritech Values

• Ameritech Local Service Savings 2.27

Savings details are reflected within your bill.

Ameritech Local Service

Monthly Service - Oct 25 thru Nov 24

Line Charge	9.10*
Caller Identification	5.00*
Federal Access Charge	4.35*
Total Monthly Service	18.45

Local Calls

Direct Dialed Calls	
0-3 Miles	
129 Call(s) at Day Rate	7.22*
79 Call(s) at 10% Evening Discount Applied	3.98*
70 Call(s) at 40% Night/Wknd Discount Applied	2.35*
Total for Direct Dialed Calls	13.55*

Day Rate: Mon-Fri, 9am-11am, 2pm-8pm
Evening Rate: Mon-Fri, 8am-9am, 11am-2pm, 8pm-9pm - 10% Discount
Night/Wknd Rate: 9pm-8am, Sat/Sun/Holidays - 40% Discount

278 Call(s) made this month averaged \$.0405 per call
Volume Discount Savings applied to calls made this month 2.27CR
Total Local Calls 11.28

Other Charges and Credits

This section of your bill reflects charges and credits resulting from account activity.

1. Charge to change Long Distance Carrier 5.00*

Local, State and Federal Charges

9-1-1 Emergency System	.75*
Billed for Local Government	1.31
Municipal Additional Charges	.17
State Infrastructure Maintenance Fee	.03
State Additional Charges	.79CR
Infrastructure Maintenance Credit	.26*
Number Portability Surcharge	.26*
Federal Universal Service Fee	.38*
Franchise Fee	.38*
Total Local, State and Federal Charges	2.39

Return bottom portion with your check in the enclosed envelope.

U.S. Pat. D410,950
and D414,516

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